

# One-Stop Solutions for Telecommunications: Federal Relay Services

Providing Equivalent Communications Access for Federal Personnel  
Who Have Hearing and Speech Impairments

## Introduction to Federal Relay (FedRelay) Services

The acquisition experts at GSA offer FedRelay services to federal agencies to provide equivalent access to telecommunications services for employees who are deaf or hard-of-hearing, or have speech impairments.

Using FedRelay, federal employees may conduct official duties – and all communication is strictly confidential, with no saved records of conversations. FedRelay is also available to members of the general public for conducting business with the federal government and its agencies.

## How FedRelay Works

Calls are relayed using specially trained communications assistants (CAs) or video interpreters (VIs). Each CA or VI simply acts as a conduit for the transmittal of information. Most FedRelay services are accessible domestically (in all 50 states, as well as Puerto Rico, the U.S. Virgin Islands, Guam and the District of Columbia) 24 hours a day, 365 days a year (including federal holidays).

## How to Order

You can place task orders through your Contracting Officer (CO) or Designated Agency Representative (DAR) directly to Sprint/Nextel (FedRelay's service provider) via the Web at [www.federalrelay.us](http://www.federalrelay.us).

## For More Information

If you have questions, please contact GSA Federal Relay Services program manager Ed Smith at (703) 306-6394 or [ed.smith@gsa.gov](mailto:ed.smith@gsa.gov), or GSA Federal Relay Service Contracting Officer's Technical Representative (COTR) Patricia Stevens at (703) 306-6803 or [patricia.stevens@gsa.gov](mailto:patricia.stevens@gsa.gov). For additional information, please visit [www.gsa.gov/fedrelay](http://www.gsa.gov/fedrelay).



Smarter Solutions

## Contract Type

FedRelay is a five-year, indefinite delivery/indefinite quantity (IDIQ), fixed-price contract awarded to Sprint/Nextel on June 28, 2007, the sole FedRelay service provider.

## Service Types

Using GSA means you have access to a comprehensive solution set, one that offers flexible options to meet your specific needs.

FedRelay provides the following services:

- **Text Telephone (TTY)/ASCII**

The user converses via TTY or personal computer. A relay operator voices the typed conversation to a hearing individual, and then types the hearing individual's spoken response to the user. This service is available 24 hours a day, seven days a week.

- **Speech-to-Speech (STS)**

The individual with a speech impairment or voice synthesizer speaks directly to the called person. A specially trained relay operator acts as the speech-impaired user's voice by listening and repeating the user's dialogue. This service is available 24 hours a day, seven days a week.

- **Captioned Telephone (CapTel)**

The hard-of-hearing individual dials another party using a CapTel. The CapTel phone automatically connects to a captioning relay service center, where a specially trained operator transcribes the called party's responses into captions. The captions appear on the CapTel phone's display. This service is available 24 hours a day, seven days a week.

- **Internet Protocol (IP) Relay**

The deaf or hard-of-hearing individual can place relay calls over the Internet using a Web browser. This service is available 24 hours a day, seven days a week.

- **Relay Conference Captioning (RCC)**

Deaf and hard-of-hearing individuals can participate in teleconference calls. Real-time text is streamed to the user's computer via the Internet. This service is available from 8 a.m. to 5 p.m., with 48-hour notice.

- **Federal Video Relay Service (FedVRS)**

The deaf individual (using a video camera) signs to a video interpreter (VI). The VI voices the conversation to a hearing individual on a standard phone, and then the VI signs back to the deaf individual on a computer or television screen. This service is available Monday through Friday, from 7 a.m. to 8 p.m., Eastern Time.

